

# ITIL

## What is the ITIL Framework?

ITIL, which stands for Information Technology Infrastructure Library, is a globally recognized framework for **IT Service Management (ITSM)**. Its primary goal is to ensure that an organization's IT services are aligned with its business needs. Think of it as a set of best practices and guidelines that help organizations manage IT services effectively to deliver value to customers.

ITIL 4, the latest version, represents a significant evolution. It's designed to be more practical, flexible, and integrates seamlessly with modern ways of working such as **Agile, DevOps, and Lean**.

## Core Components of the ITIL 4 Framework

The ITIL 4 framework is built around two key components: the **Four Dimensions of Service Management** and the **ITIL Service Value System (SVS)**.

### 1. The Four Dimensions of Service Management

To ensure a holistic approach, ITIL 4 recommends considering four dimensions for every service you manage. Neglecting any of these can lead to failed services or unmet objectives.

- **Organizations and People:** This dimension covers the human element, including the company culture, organizational structure, skills, and roles required to manage services successfully.
- **Information and Technology:** This refers to the information, knowledge, and technologies needed for service management. It includes everything from databases and IT architecture to communication systems and analytical tools.
- **Partners and Suppliers:** This dimension encompasses an organization's relationships with other companies that are involved in the design, development, deployment, delivery, and support of services.
- **Value Streams and Processes:** This focuses on how the various parts of the organization work together in an integrated and coordinated way to enable value creation through products and services.

### 2. The ITIL Service Value System (SVS)

The SVS is the core of the ITIL 4 framework. It describes all the components and activities of an organization that work together as a system to enable value creation. It shows how an organization takes an **opportunity** or **demand** and transforms it into tangible **value** for its stakeholders.

The SVS consists of five key elements:

- **ITIL Guiding Principles:** These are seven recommendations that guide an organization in all circumstances, regardless of changes in its goals, strategies, or structure. They are:
  - Focus on value
  - Start where you are
  - Progress iteratively with feedback
  - Collaborate and promote visibility
  - Think and work holistically

- Keep it simple and practical
- Optimize and automate
- **Governance:** These are the activities the organization performs to **evaluate, direct, and monitor** its performance. Governance ensures that service management is aligned with the overall business strategy and goals.
- **Service Value Chain:** This is the central operating model within the SVS. It provides a set of six interconnected activities that an organization performs to deliver a valuable product or service. These activities are:
  - **Plan:** Creates a shared understanding of the vision and direction.
  - **Engage:** Fosters good relationships with all stakeholders.
  - **Design & Transition:** Ensures products and services meet stakeholder expectations for quality, cost, and time to market.
  - **Obtain & Build:** Ensures service components are available when and where they are needed.
  - **Deliver & Support:** Ensures services are delivered and supported according to agreed specifications.
  - **Improve:** Ensures continual improvement of products, services, and practices across all value chain activities.
- **Practices:** ITIL 4 includes 34 "practices," which are sets of organizational resources designed for performing work or accomplishing an objective. These replace the "processes" from previous ITIL versions and are grouped into three categories:
  - **General Management Practices (e.g., Continual Improvement, Project Management)**
  - **Service Management Practices (e.g., Incident Management, Change Control, Service Desk)**
  - **Technical Management Practices (e.g., Deployment Management, Infrastructure and Platform Management)**
- **Continual Improvement:** This is a recurring organizational activity performed at all levels to ensure that performance continually meets stakeholders' expectations. ITIL 4 emphasizes that improvement should be an integral part of everyone's job.